FREQUENTLY ASKED QUESTIONS

(FAQ'S)

talentnet

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TALENTCOMMUNITY FAQ

Login Errors

Oauth Error

Q: Why is the system returning an error when I attempt to use a social media?

A: Confirm that the login option you are attempting to use is what you used to register. Our systems only allow you to login via the same way you had registered. For example, if you registered directly through TalentNet by entering your email and password, you can only login with your email and password. Similarly, if you registered through a social media platform, you can only login with the same social channel.

Notification Management

Q: How can I reduce the number of emails I receive?

A: You can reduce the frequency of your notifications by following these steps:

Hover on your avatar in the top right corner of the page → Click *Profile* → Navigate to and click on the *Notification* section → Adjust to your desired frequency (Real-Time, Daily, Weekly, Monthly) → Click *Update*

Q: I'm currently on a contract, how can I reduce the number of notifications I receive?

A: You can adjust your availability date which will stop matching notification emails from being sent until you are close to your end date. To do this please follow these steps:

Login → Select the *Preferences* cog at the top right corner of your page → Update *Availability Date* → Click *Update*

Registration

Registration Error

Q: I am attempting to register but the system is returning an error.

A: This may be because you have already registered therefore attempting to register will return an error. Try signing in instead with your email.
If you do not remember your password, please reset it by using the *Forgot your Password?* option found on the sign in page.

Resume

Resume Upload Error

Q: Why am I receiving an error message when I upload my resume during registration?

A: You may receive an error message for one of the following reasons:

- File size limit reached (5 MB)
- File type - We support .doc, .docx, .rtf, and .pdf
- Blank resume

Retry matching the necessary file type and size limitations. If you still encounter an error message, you may contact support or attempt a hard refresh before uploading again (**Hint:** This can be done while in incognito mode).

Resume Upload Management

Q: Where can I view the resume I have on file and upload a current resume?

A: While signed in, navigate to the profile drop down and select *Profile*. Under the *Resume* section you can download the resume you have saved on your profile and replace the resume with a new version.

Q: What can/can't I upload?

A: While signed in, navigate to the profile drop down and select *Profile*. Under the *Resume* section you can download the resume you have saved on your profile and replace the resume with a new version if desired.

Location

Q: I am trying to enter my location, but the system is returning an error message and/or my location is now displaying in the dropdown?

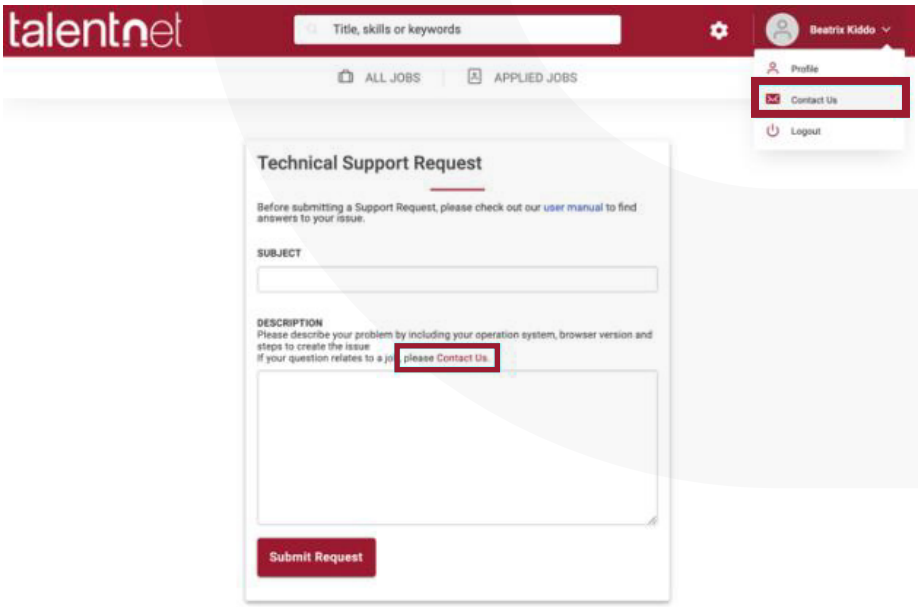
A: Always ensure that you are selecting a location from the dropdown menu. This is to ensure geolocation accuracy when matching your profile with jobs. If you do not see your location displaying in the dropdown, please note that programs are location specific and may only carry jobs for certain countries.

Support

Contact Recruitment

Q: I have a question about the status of my application or am looking to find out more about a particular job opportunity, how do I speak to the recruitment team?

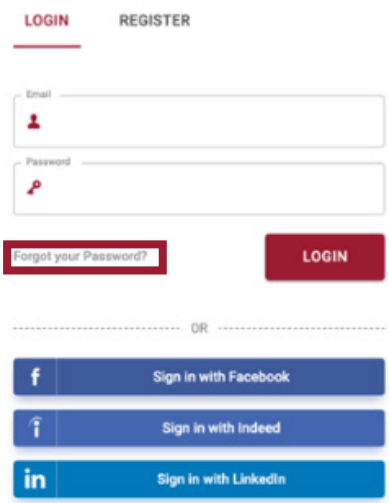
A: You will be able to get into direct contact with the recruitment team through the *Contact Us* option found in your profile dropdown menu. Simply hover over your profile, click on *Contact Us*, and fill in the required fields.



Password Reset

Q: I have forgotten my password to login, how to I reset my password?

A: You can request a password reset email by clicking on *Forgot your Password?* on the *Login* page. This will take you to a page where you can put in your email address, you will receive a reset link via email.



Withdrawing an Application

Resume Upload Error

Q: I have applied for a job and I am no longer interested/applied to it in error, how do I withdraw my application?

A: There is no capability to withdraw your application within the system. Use the *Contact Us* form found in your profile menu dropdown to let recruiters know that you are no longer interested in applying. Make sure you include the job posting ID or link as reference.

THANK YOU

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